



Frequently Asked Questions

What do I do if I'm having problems placing the push pin on a street?

If you are encountering difficulties placing the push pin on the street, place it on the house number that you will see on the map.

How can you submit an intersection for a service request location?

It is best to have an exact address, however you may submit a service request at an intersection by locating the intersection using the map feature then placing the push pin on the nearest house number.

How do you submit a service request on an Alley?

When submitting a service request located at an Alley, the address is reported differently so it would be more beneficial to use the map feature and put the pin on the exact location rather than typing in the actual address of the house the alley is in front of or beside.

What does a closed status for a service request mean?

Closed means that the request has moved through our system and to the respective city departments responsible. Closed does not mean that the request has been taken care of but it does mean that it has been reviewed may be assigned a work order. It could also mean things such as the issue is a private property issue and not a public one, so it will not be completed until the private property owner deals with the problem.

Why should I leave my contact information or email?

You should leave your contact information so that if one of the city departments handling your request needs any further information from you, you can be easily contacted and your request more easily handled. Your email address should be given so that you will receive a confirmation email that lets you know your request was successfully submitted and gives you a direct link to check the status of your request. If you do not submit an email you will not be given a service request number to check the status of your request.

How do I submit requests about Boarding Homes?

Contact the Health and Hospital Corporation of Marion County at 317.221.2000.

How do I learn more about Abandoned Homes in Indianapolis?

Visit the Abandoned Housing Initiative [Web site](#).

Where can I place my pin?

You can place the push pin on the house/business number, on the street in front of the house/business or on the street behind the house/business. If the street behind the house/business is an alley, the map will find the correct location of the alley.

If my car is damaged by a pothole, how do I file a tort claim?

Please visit the Office of Corporation Counsel [Web site](#).

What if I don't know the exact address of where I would like to submit the service request?

Use the map feature to try and find the exact location of the issue, you can also change the transparency of the map to see the actual houses which may help in finding the correct location.

Did You Know?

- Submitting the same request multiple times will not speed up the process. Once a specific service request at a specific location has been submitted, another one will not be allowed to process.
- Service requests might be found in two different super categories. For example, Weeds service requests can be started in either Most Common or Environment. It does not matter how you start your service request because you will be asked the same questions about the weeds service request regardless of category.
- The email you will receive if you entered an email address will include a link to RequestIndy which directly links to the check the status of your request page.
- You can use your tab key to move between questions when you fill in the answers.
- All of your contact information will be saved after you enter it the first time.
- You must use area code of phone number, 10 numbers
- You must use the dash in your Service Request number when trying to look up the status of your request.